



ARMY MEDICINE
One Team...One
Purpose!

Conserving the Fighting Strength



Medical Benvenuti

“Serving to Heal...Honored to Serve”

Healing Warriors

Jan 2017



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Vicenza Army Health Clinic Command Team

Clinic Commander
LTC Brian Bender

Detachment Sergeant
SFC Shanet Robinson



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Program Elements



- Patient Administration & Medical Records
- Tricare and Referrals
- Tricare Online and Relay Health
- How To Schedule An Appointment
- After Hour Care & Hospitalizations
- Health Center Services
- Dental Command
- Self Care

- Patient signs medical record's Privacy Act and Notice of Privacy Practices.
- Turn in medical records **to PAD**
- PAD:
 - Provide copies of records
 - Request medical records and documents from other facilities
 - Send records to new duty station



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Medical Request Form



8



SM with Dependents ONLY!

8

8. a. RECORDS REQUESTED		b. RECORDS FORWARDED		9. REMARKS
<input type="checkbox"/> VA	<input type="checkbox"/> CLINICAL	<input type="checkbox"/> MIL	<input type="checkbox"/> VA	IF YOU ARE A SM WITH DEPENDENTS, LIST ALL THE NAMES OF YOUR DEPENDENTS HERE: EX: James, Nicole James, Stephen
<input type="checkbox"/> OUTPATIENT	<input type="checkbox"/> HEALTH RECORD	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> DENTAL RECORD	<input type="checkbox"/> X-RAY	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> MEDICAL REPORT CARDS, EMERGENCY MEDICAL TAGS, FIELD MEDICAL CARDS	<input type="checkbox"/> ABSTRACT OF RATING SHEET	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> REPORT OF PHYSICAL EXAMINATION	<input type="checkbox"/> ALL AVAILABLE RECORDS (Except X-rays unless specifically requested)	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	<input type="checkbox"/> OTHERS (List under remarks)	<input type="checkbox"/>	<input type="checkbox"/>	
REPLY/REFERRAL				
11. TO:		12. REMARKS		
13. SIGNATURE		<input type="checkbox"/> RECORDS CHECKED IN 8b FORWARDED. <input type="checkbox"/> NO RECORDS FOUND FOR PATIENT DURING ABOVE PERIOD. <input type="checkbox"/> MORE INFORMATION NEEDED. FURNISH FOLLOWING:		
14. DATE				
REPLY/SECOND REFERRAL				
15. TO:		16. REMARKS		
17. SIGNATURE		<input type="checkbox"/> RECORDS CHECKED IN 8b FORWARDED. <input type="checkbox"/> NO RECORDS FOUND FOR PATIENT DURING ABOVE PERIOD. <input type="checkbox"/> MORE INFORMATION NEEDED. FURNISH FOLLOWING:		
18. DATE				
19. RETURN TO: (Include ZIP Code)				
<div>U.S. Army Health Center- Vicenza ATTN: PAD Unit 31403, Box 13 APO, AE 9630 FAX: 0039-0444-71-7546/DSN: 314-634-7546</div> <div>REQUESTING ACTIVITY WILL ENTER COMPLETE ADDRESS TO WHICH RECORDS OR FINAL REPLY SHOULD BE MAILED.</div>				



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Administration Note



- Soldiers, please fill out the medical readiness in-processing sheet completely
- On Thursday afternoon, you will complete In-processing with Medical Readiness and the Army Wellness Center.



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TRICARE Enrollment



- Enrollment forms are provided during Sponsor's in- processing
- Soldiers will be assigned a PCM (Provider) based on unit assignment.
- Family members will be assigned a PCM in the PCMH if they are Command Sponsored.
- Enrollment Categories:
 - Active-duty service members (TRICARE Overseas Prime)
 - Active-duty family members who are Command Sponsored (TRICARE Overseas Prime)

****If you are not Command Sponsored you will not be enrolled in TRICARE Prime and will remain as TRICARE Standard which is considered a **SPACE A** category***.**



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TRICARE Referral Process



- Patient may be referred by PCM to another service if warranted. The PCM will submit a referral request.
- After appointment (same day) patient goes to TRICARE Referral Center to complete required forms for ISOS
(closed Tues & Thurs afternoons)
- Appointment **will not** be booked on this day.
 - Once ISOS receives the referral request it may take up to 5 work days for a response (acceptance or denial of request).
- If approved, the TRICARE Referral Center will inform the patient of appointment time.



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MEDEVAC Process



- MEDEVAC Office hours Mon-Fri 0800-1630 (closed for lunch)
- PCM referrals to Landstuhl Regional Medical Center (LRMC) or Aviano for a specialty care, will take **72 HOURS** for processing.
- When approved, complete the following steps:
 - Schedule appointment with clinic where referred
 - * LRMC, call DSN 486-8106 or 49-6371-9464-5762
 - * Aviano, call DSN 632-5000 or 39-0434-30-5000
 - Once the appointment is made, stop by the MEDEVAC office pick up documents needed for your appointment from PAD Office.
 - Information regarding transportation to and from your appointment, hotel arrangements, as well as answering any questions you may have will be discussed at this time.



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TRICARE ONLINE (TOL)




- What health care information and services does TOL provide?
 - **Appointment Center:** Schedule, view, set reminders and cancel primary care and select self-referral specialty appointments at a military hospital or clinic for you and your family
 - **Blue Button:** Access personal health data; view, medication & allergy profiles, problem lists, encounters, lab & radiology results
 - **Pharmacy:** Prescription (Rx) Refill; check status of Rx, or link to the TRICARE Mail Order Pharmacy to schedule home delivery
 - **Secure Messaging:** (Relay Health) Link to an email system to securely communicate with your health care team


Secure Messaging





- www.RelayHealth.com
- Connectivity to healthcare providers for routine communications
- Consultations with your provider
- Prescription Renewal
- Appointment Scheduling
- Delivery of Lab Results
- Referral Requests

SECURE MESSAGING SIGN-UP


E mail a Doctor
or Nurse



Get Your
Lab Results


Request
Appointments


Request
Medication
Refills

Please fill out the information below to initiate Secure Messaging with your provider team:

1. Have you ever had a Relay Health account at another facility? Yes / No
2. First Name, Last Name: _____
3. DoD ID Number (back of your ID Card): _____
4. Gender: _____
5. DOB (mm/dd/yyyy): _____
6. Email address: _____
7. Zip Code: _____
8. Primary Care Provider (if unknown leave blank): _____

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SECURE MESSAGING SERVICE



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Appointments



- Routine future appointments – Well Visits, Non-acute, PHA and follow-up
- Acute appointments – 24hr appts
 - Happen on the Same Day or within 24 hours of request
- Telephone Consults – TCON (Provider or RN)
 - Secure Messaging (Relay Health)
 - Services can be used for Lab Results, Medication Refills, and some Clinical Needs



US ARMY HEALTH CLINIC VICENZA

Appointment Line

0444-61-9000 or DSN 636-9000

0730-1630 M- F

(Closed for Lunch 1130-1230)

(Closed AM of 3rd Thursday of month and all Federal Holidays)

or

**Make Your Appointment
Using Tricare Online
24hrs a day 365 days a year**



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How To Schedule An Appointment



US ARMY HEALTH CLINIC @ Del Din

Appointment Line

0444-61-9880 or DSN 636-9880

M,T, W, F 0630-1500 (closed 08-09 and 12-13)

Th 0630-12 (closed 08-09)

or

**Make Your Appointment
Using Tricare Online
24hrs a day 365 days a year**



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After Hours Medical Emergency Resources



- The San Bortolo Hospital in downtown Vicenza currently serves as the emergency medical facility for the Vicenza U.S. military community.
 - Location: Viale Ferinando Rodolfi 37, Vicenza, VI
 - GPS: 45.555207 N, 11.545896 E
- Patient Liaisons will translate conversation between patient and the Italian medical staff.
 - Available 24/7 (**0444 75 3300** or 634-8384)
- Phone for Ambulance: On post, Call MPs at 114 or 636-7626 or 800-064-077, Off post, dial 118
- **Nurse Advice Line:** 800-877660
 - English Speaking, available 24 hours per day



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Emergencies



For any threat to life, limb, or eyesight

When in doubt,

CALL AN AMBULANCE

On post, Call MPs at 114, 636-7626, or 800-064-077

Call when someone is:

- **Is seriously ill**
- **May have a head or back injury**
- **May have experienced a heart attack**
- **Is severely short of breath**



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Poison Control Center



- You should call a poison center if you think someone has been poisoned. Call even if you're not sure.
- You should also call the poison center to ask about poison prevention and how to poison proof your home.
- Poison Centers are open 24 hours a day, 7 days a week, every day of the year!
- All questions about poisons are smart questions

00800-444-88444



Emergency	Where	Numbers
Medical Emergency - Ambulance	Off-Post	118 (You will be transferred to an English speaking operator)
Medical Emergency - Ambulance	On-Post / Villagio	MP Desk (Call Toll Free) 800-064-077 or DSN 634-7626
Having A Baby	On or Off Post	0444-75-3300 or DSN 634-8384

Quick 24/7 Numbers

Nurse Advise Line	800-877-660
Chaplain or 634-5273	0444-71-5273
San Bortolo Patient Liaison 634-8384	0444-75-3300 or
Domestic Violence / Advocacy / FAP 634-5878	0444-71-5878 or
Sexual Assault / Advocacy 634-7272	0444-71-7272 or
Suicide Prevention Hotline DSN 118	00800-1273-TALK (8255)
Poison Control Center 88444	00800-444-

Handy GPS Coordinates

San Bortolo Hospital Emergency Room	45.555207 /
11.545896	



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Health Center Services



<http://rhce.amedd.army.mil/vicenza/index.cfm>

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Army Wellness Center

Behavioral Health

Dental Command

Dermatology

Immunizations

Laboratory

Medical Readiness

Clinical Services



Nutrition

Optometry

Patient Centered Medical
Home - PCMH

Pharmacy

Physical Therapy

Radiology



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Army Wellness Center



- Metabolic Testing
- Fitness/VO2 Assess
- Biofeedback and Stress Management
- Other Services
 - Body Composition Testing, Blood Pressure Monitoring, Wellness Coaching, Tobacco Cessation, Group Education Classes
- Wellness In-processing: Thursday 1315-1600 at the Wellness Center. Complete the online assessment prior to your arrival.
- The link is as follows:
 - <https://armyfit.army.mil/AWC/Default.aspx>





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Behavioral Health - Ederle



- **Primary Mission:** Assess and treat psychological disorders to promote well-being and augment combat readiness.
- **Business Hours:** M - F - 0730-1630
Th -1230-1630
- **Location:** Building 2310 Caserma Ederle (2nd flr)
- **Appointments:**
 - Commercial: 0444-61-9140
 - DSN: 636-9140
- **After-Hours Emergency Care:**
 - Commercial: 0444-71-5273
 - DSN: 634-5273



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BH Health - Del Din



- **Business Hours:** M, T, F - 0730-1630
W - 0900-1630
Th- 1300-1630
- **Location:** Building 2 Caserma Del Din
- **Appointments:**
 - Commercial: 0444-61-9900
 - DSN: 636-9900
- **After-Hours Emergency Care:**
 - Commercial: 0444-71-7233
 - DSN: 634-7233



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Dental Command



- Hours of operation: 0730-1630
 - DSN Phone: 636-9210
 - Comm Phone: 0444-61-9210
- Sick call:
 - M, T, W, F 0730-0930
 - Th 1230-1430
- After Hours
 - Call MP Desk at DSN 634-7626 or
 - Comm Phone at 0444-71-7626



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Immunizations



- All immunizations are done on a walk-in basis
 - Mon - Fri: 0800-1100 & 1300-1530
 - Allergy shots M & W 0800-1130, Th 13-1500
- Please check in at the Kiosk located by Tricare Registration/Referral.



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Laboratory



- Lab Telephone Number: 0444-61-9040
- Hours of operation:
 - Mon – Fri 0730-1630
- Fasting Labs (Glucose and Cholesterol screen)
 - Do not eat, only water 12 hours before lab draw.



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Medical Readiness



- “One Stop Shop” for all Medical Readiness issues for active duty personnel & deploying civilians
 - Immunizations
 - Audiograms
 - Checking if due for Physical Health Assessments
- In-processing is conducted on Thurs 1230-1630



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Nutrition Clinic



- Self-referral
- Classes
 - Army MOVE! Active Duty Weight Management
 - Heart Healthy
 - For high cholesterol & triglycerides, high blood pressure, prediabetes
 - Nutrition for Performance
 - Working with Army Wellness Center after metabolic and body fat assessment to help you reach your goals
- Individual Appointments
 - Performance optimization, appropriate supplement use
 - Meal planning
 - Weight management
 - Management of chronic issues
 - Food Allergies
 - Heart Health
 - Etc.
 - Diabetes
 - Thyroid Conditions



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Optometry



- No referral needed.
- Appointments made through Central Appointments
- Glasses and Contact Lens prescriptions
- Refractive Surgery at Landstuhl (Active Duty Only)



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Patient Centered Medical Home - PCMH



- Consists of Red & White teams
- Patients / families enrolled through TRICARE will be assigned to a primary care manager (PCM)
 - Patients may request to change their PCM by submitting DD Form 2876 through TRICARE
- SCMH: Soldier Center Medical Home (Blue team)
 - Ederle and Del Din
 - Provides Primary Care for Active Duty Personnel



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PCMH - Primary Care



- 24 hour appointments for Acute Illnesses
- Future appointments for periodic health assessments and chronic illnesses/follow-ups.
- Pregnancy Tests available in Primary Care Clinic on a walk-in basis.
 - OB Services: Information regarding services is provided to patient when pregnancy is confirmed.
 - Referred to local providers or Aviano
 - Childbirth Deliveries
 - Referred to San Bortolo or Aviano



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Pharmacy



- Pharmacy hours of operation:
 - M-F 0800-1630 (3rd Thursday of month afternoon only)
 - Pharmacy Telephone
 - 0444-61-9130 (commercial) / 636-9130 (DSN)
 - Refill line: 0444-61-9133 (commercial) 636-9133 (DSN)
- Services:
 - New prescriptions
 - Refill prescriptions
 - Self-care program
 - Transfers from stateside pharmacies
 - Clinical consultation with a pharmacist
 - Medication disposal (in front of clinic)





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Pharmacy Automated Refills



Vicenza Pharmacy Refill Instructions

Have prescription number and sponsor's last four ready

Call any of the following phone numbers:

DSN 636-9133

Civilian 0444-61-9133

Toll Free 00-800-744-62500

Press # **1** for Landstuhl Footprint

Press # **3** for Vicenza Pharmacy

Press # **1** to Refill

Or Refill Online @ www.tricareonline.com

*When will it be ready? **The next working day.***

*How long will you hold the prescription after I call it in? **10 days***



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Pharmacy Drop Box



- Provides expedited service when you return to pick up your medication
- Can be used to request
 - Refills & New prescriptions
- Complete the drop box request form
- Return to pick up medications
 - * Drop-off **before 10am** ☑ pickup **after 1pm**
 - * Drop-off **before 2pm** ☑ pickup **after 4pm**
 - * We will bag the medications and hold them on the shelf for 10 calendar days





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Pharmacy Self-Care Program



For health conditions that can be managed with over-the-counter (OTC) medications

Examples: colds, allergies, skin rashes, diarrhea, pain, fever, etc.

PROCESS

1. Pull a number
2. Fill out the self-care questionnaire
3. Report to Pharmacy window when your number is called
4. Pharmacy will dispense OTC products based on health history and symptoms (*Examples: Tylenol, Motrin, Robitussin, Sudafed, Benadryl, Bacitracin, Mylanta, Maalox, Claritin, etc.*)

**Can also be used to request a pill organizers, tablet cutters, condoms, and some diabetic supplies*



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Physical Therapy/Orthopedic



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- Provides care for musculoskeletal conditions (sprains, strains, etc.) and mild TBIs, primarily through therapeutic exercises
- Referral required from Primary Care Manager (PCM) to book an appointment for Ortho; May self referr for PT.
- After a referral is placed, wait 72 hours and call Ortho/TBI Clinic at 636-9080 to schedule



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Radiology



- Getting X-Rays:
 - Walk in basis
 - Children cannot be left unattended. Other children need to have supervision.
- Making copies: One (1) day turn around.
- Exams completed off post:
 - Alta Villa or San Bortolo (MRI,CT,US) are processed and transferred to our Radiology Dept. within 2-3 weeks. Once received, the images are uploaded to the European Server which gives access to all European MTFs.
 - Most exams require translation from Italian to English which is done at San Bartolo and processing can take 8-12 weeks. Before making follow-up appointments, patients need to check with the Patient Administration Department (PAD) to determine if translation has been completed and received.
- Prior mammogram images are required be requested through Patient

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- Follow the Performance Triad
- Drink Alcohol Responsibly
- Exercise Sexual Responsibility
- Eliminate Tobacco
- Use Pharmacy Self- Care Program
- When sick – push fluids, rest, take OTCs as needed for symptoms. See PCM if not better
- Ask Questions when info is unclear
- Get Health Screenings: cholesterol, BP, PAP, testicular exams, skin exam, well child exam, immunizations, breast exams, eye exams, dental exams



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Taking Care of Family



- Baby gates
- Electrical outlet plug covers
- Stoves are not insulated and will be hot to touch
- Water safety
- Toys – age appropriate
- Ensure Crib, highchair, playpen and stroller meet safety standards
- Storing medication and chemicals (use safety latches or locks)
- Wear your seatbelt in the front and back seat
- Use only approved child car and booster seats



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Self Care Resources



- Relay Health – www.RelayHealth.com
- Nurse Advice Line - 800-877660
- Poison Control - 00800-444-88444
- Army Wellness Center-
<https://armyfit.army.mil/AWC/Default.aspx>
- Tricare Online – www.tricareonline.com
- Pharmacy Self Care Program
- Tobacco Cessation Classes
- Stress Management Classes



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Questions?